GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:430
ANSWERED ON:26.04.2016
Complaint Monitoring System
Premachandran Shri N.K.

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether it has come to the notice of the Government that the centralized complaint monitoring systems of the companies are not providing adequate service to the consumers;
(b) if so, the details thereof and the action taken by the Government to protect the right of the consumers;
(c) whether reports point to the fact that the manufacturers are reluctant to replace the article during the guarantee period even in the case of manufacturing defects;
(d) if so, the action taken by the Government to protect the right of consumers;
(e) whether the Government proposes to implement a new legislation for protecting the rights of consumers in view of emerging challenges posed by and changes in the global marketing system including e-marketing; and
(f) if so, the details thereof?

Answer

THE MINISTER FOR
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a): Yes, Madam. Consumers are approaching National Consumer Helpline after getting unsatisfactory response from the companies.

(b) to (d) : The Department operates a National Consumer Helpline to advise, guide and provide information to consumers in resolution of their complaints with regard to defective goods and deficient services. A number of complaints are received in the National Consumer Helpline concerning various companies relating to defective goods / deficiency in services. National Consumer Helpline has partnered with more than two hundred companies as part of the convergence initiative and forwards the complaints to these companies for resolution of complaints by them. 53185 complaints were forwarded by the National Consumer Helpline to convergence companies and response received from them were 82% during the period April 2015 to March 2016.

(e) & (f) : The Consumer Protection Bill 2015 has already been introduced in the Lok Sabha on 10th August, 2015. In the proposed legislation, the definition of consumer has been broadened to include the transactions made through any mode, inclusive of offline, online through electronic means, teleshopping or direct selling or multi-level marketing.

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